



Dave Somers
County Executive

Contact: Kent Patton
Communications Director
Kent.Patton@snoco.org
425-388-3883

Jessica Wilson
New Media Manager
Kineyj@sao.wa.gov
360-725-5580

State Auditor's Office and Snohomish County Launch Video About STEP Initiative and Government Reform

Everett, Snohomish County, October 25, 2016—Snohomish County and the State Auditor's Office announced the release of [a new video](#) and [case study](#) profiling Snohomish County's work with the State Auditor's Office Local Government Performance Center. Snohomish County has embarked on a reform effort called the Service, Technology, Excellence Program (STEP), an effort to incorporate LEAN continuous improvement principles into county processes. With the launch of the STEP Initiative in January 2016, the State Auditor's Office Local Government Performance Center brought targeted assistance to Snohomish County throughout the year.

This new video documents the goals of STEP and how Snohomish County hopes to improve processes in order to benefit both customer service and employee morale; the case study provides some process-specific information and insights into improvements in the Snohomish County Department of Planning and Development Services. We hope that this video and case study provide inspiration for those working to improve their own local government performance in Washington State.

###